



**SAMHSA-HRSA**  
CENTER for INTEGRATED  
HEALTH SOLUTIONS

**Trauma-Informed Care  
Innovation Community:  
Implementation Process**

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**Slides for today's webinar will  
be available on the CIHS  
website:**

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**Under About Us/Innovation Communities**

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**Our format:****Structure**

Presentations from experts

**Polling You**

At designated intervals

**Asking Questions**

Responding to your written questions

**Follow-up and Evaluation**Ask what you want/expect  
and presentation evaluation**HRSA**

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## About Your CIHS IC Team:

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Coordinator: Madhana Pandian, [madhanap@thenationalcouncil.org](mailto:madhanap@thenationalcouncil.org)

Faculty will be comprised of 2 CIHS staff, and subject matter experts who will provide webinar content and coaching in collaboration with the CIHS staff

- Faculty deliverables will include support of participants with educational materials, supportive monitoring of participant progress toward achieving TIC goals, and timely follow-up to questions
- Dedicated page on the CIHS website for all IC
- Opportunities for IC members to connect with one another



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## Innovation Community Coordinator



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## Innovation Community Subject Matter Expert



Anthony Salerno  
Subject Matter Expert

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## Webinar Agenda

- Welcome
- IC Goals and Culture Change
- Implementation Science
- Review of Implementation Steps/Process
- Available Tools and Resources
- Next Steps



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## Our goal-to create a healthcare environment that:

- *appreciates and emphasizes the importance of the relationship*
- *feels physically and emotionally safe and respectful for all*
- *routinely identifies past and current trauma experiences*
- *where staff feel competent and comfortable engaging clients around the connection between trauma and health*
- *recipients of services are engaged in multiple, meaningful ways*
- *considers trauma when: patient frequently misses appointments; has difficulty adhering to treatment; shows up often without appointments; frequently visits the ED*

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## Culture Change

- Shifting from Blame, Shame and Stigma to Understanding, Empathy, and Compassion
- Creating a Shared Vision and Comprehensive Approach To Care - Trauma Informed Approaches
- Implementation Team Guides the Process of Implementation and Sustainability

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## John Kotter's Eight Stages of Change



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## Adoption of TIC Practices: Implementation Process

1. Gain commitment from leadership
2. Develop Implementation Team
3. Build consensus
4. Create a shared vision
5. Communicate for buy-in
6. Assess your organization
7. Develop a plan
8. Create a monitoring system
9. Take action

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## Poll Question

Does your organization have experience applying a formal quality improvement process to make improvements?

Yes

No

Were there any lessons learned to guide your current efforts?

Use the chat box to enter one lesson!

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## 1. Leadership Support

Ideal: Engage and support the executive leadership of your organization to promote the work of the Implementation Team

At times, a team may have control over a process or practice that doesn't require explicit and highly visible leadership.

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**Poll Question: To what degree do you have leadership support to implement changes aligned with trauma informed care?**

- A. Strong leadership support
- B. Adequate support
- C. Some what supportive
- D. Not much support
- E. We need to engage leadership to move forward
- F. We can make some changes without strong support



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## 2. Develop Implementation Team (CIT)

- Leadership with responsibility and authority to guide the change process
- Those affected by the change (consumers/patients)
- Those expected to carry out the change
- Those with TIC experience or knowledge
- Those with quality improvement and data expertise
- Those who can provide needed resources
- Those whose values, interests, beliefs, and orientation aligns with the improvement effort (champions)

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### Poll Questions

Have you established your full implementation team?

Yes

No

Have you had your first meeting?

Yes

No



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### **3. Build Consensus (The Organizational Self-assessment helps to establish shared understanding)**

Team members engage in conversations around:

- Why is trauma informed care in an integrated setting important to team members personally and professionally?
- What does TIC mean for your organization; what will it look and feel like (review TIC Domains)?
- What do members hope to accomplish by participating in this initiative?

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### **4. Create A Shared Vision for Your Organization**

Process:

- The OSA can be helpful in developing a shared vision
- Awareness and knowledge of TIC principles and practices
- Sharing personal and professional perspectives
- Building consensus
- Creating a shared vision for the organization
- Review of Vision Guide

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## Creating a TIC Vision Statement -Team Activity

- Review Vision Guide
- Brainstorm using words that reflect the meaning of a trauma-informed organization (TIC principles)
- As a group, use these words to create a vision statement
- Discuss how and where to promote your vision

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## 5. Communicate for Buy In

- Influencing attitudes, beliefs, expectations, perceptions and worries in a direction that supports the adoption of trauma informed care principles and practices
- Awareness building and workforce development efforts includes benefits to all stakeholders
- Increasing positive feelings about the change in a way that overcomes the “negative” feelings often associated with change: **Control Meaning Status**
- TIC in PC Settings Slide Deck

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**Poll Question: Which stakeholder(s) do you plan to communicate with initially to promote buy-in?**

- A. Leadership/board of directors
- B. Medical work force
- C. Support staff
- D. Patients
- E. Not sure



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**6. Assess Your Organization – OSA Tool**

- OSA helps to assess baseline, develop implementation plan and measure progress
- OSA helps answer the questions “where do we begin and where do we want to go?”
- Progress spreads to other domains
- Re-assessing-using the OSA assists members to gauge progress and focus efforts
- Using the tool

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**Poll Question: To what degree has your team completed and discussed the OSA?**

- A. The entire team has completed and discussed the OSA
- B. Some team members have done so
- C. We have not done this yet
- D. Not sure how to use the OSA

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**Show the OSA on the screen**

### Poll Question: Which Domain area is likely to be the focus of your improvement efforts?

- A. Workforce development (building awareness, educating the workforce about TIC)
- B. Screening, brief intervention, referral and treatment for trauma related difficulties
- C. Improving the physical and emotional environment (i.e., the patients experience of care)
- D. Still exploring

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### Let's Chat

Use the chat box to tell us how you have used the OSA? Has it been helpful? Has it led to a decision about the focus of your improvement efforts?



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## 7. Developing A Plan – Work Plan Tool

Achieving your vision:

- Decide where you want to begin this initiative (at one site/service area or all)
- Identify the domain(s) you wish to focus on
- Within this domain, identify the standard you will work on and your specific goals in that area
- Determine how you will know you are achieving your goals-choose performance indicators for each goal
- Review of SMART Goals tool

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## 8. Create a Monitoring System

- A tracking tool used to monitor progress across domains
- Helps teams monitor the results of their improvement efforts
- Keeps the team focused and working towards measurable goals
- Helps teams organize and share progress and short term wins with key shareholders and leadership
- Provides the innovation community faculty with information that can assist in supporting improvement efforts

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## Monitoring Progress and Outcomes

- Based on OSA, develop achievable goals, objectives, persons responsible and timeline (SMART Goals)
- Identify specific performance indicators to measure progress
- Use team meetings to review progress and challenges
- Address challenges or obstacles to progress
- Share and celebrate progress and outcomes

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## 9. Take Action

- Implementation Team has direct access to and support of executive leadership
- Time and resources are available to take on serious tasks associated with adopting and sustaining goals
- Short term action steps are observable and meaningful
- System is in place to communicate across the organization
- Positive changes are reinforced and there is acknowledgement of how everyone contributes to outcomes

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## Expect Challenges

- Process is typically to be non-linear - bumps are inevitable as well as signs you're making real change
- There will be forces at work to resist the change
- Keep an eye on the process at all times
- Have a system in place to insure that the initiative is a high priority goal for the organization

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## Strategies to Maintain Momentum

- Establish regular and consistent meeting times of the implementation team
- Build in reporting on the project in regularly occurring organizational meetings
- Make gains public; keep information flowing

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## Webinar Schedule

**January 30, 2018 - 2:00 PM – 3:30 PM EST**

**Webinar 1:** IC Orientation - Kickoff Webinar – Tony and Linda

**February 27, 2018 – 2:00 PM – 3:30 M EST**

**Webinar 2:** Implementation Process – Tony and Linda

**March 27, 2018 – 2:00 PM – 3:30 PM EST**

**Webinar 3:** TIC Principles and Practices in Primary Care – Jennifer McCarthy

**April 17, 2018 2:00 PM – 3:30 PM EST**

**Webinar 4:** Adopting Trauma-Informed Approaches – Workforce Development – Tracy Knight

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**May 23, 2018 – 2:00 PM – 3:30 PM EST**

**Webinar 5:** Creating Safety and Satisfaction with Care – The Primary Care Visit- Sadie Elisseou, MD, Brown University

**June 26, 2018 – 2:00 PM – 3:30 PM EST**

**Webinar 6:** Screening, Assessment and Treatment of Trauma – Jennifer McCarthy

**July 31, 2018 – 2:00 PM – 3:30 PM EST**

**Webinar 7:** Strategies to Maintain Gains, Support Momentum and Sustain the Adoption of the Innovation - Tony and Linda

**August 14, 2018 – 2:00 PM – 3:30 PM EST**

**Webinar 8:** Final Webinar - Review of Progress Made to Date (Final Workplan Due)

**September 2018**

Facilitators complete and send IC final report



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## Next Steps:

- Complete your implementation team
- Submit your Organization Self-Assessment (OSA)
- Based on the OSA:
  - a) Develop and submit a work plan/SMART Goals with 2-3 goals by **March 20th**
  - b) Work plan should include steps and timeline
- Establish a data monitoring system
- Mark your calendars for the March Webinar: **March 27, 2–3:30 PM ET**
- Use doodle calendar to schedule team coaching calls

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## Listserv

Look for updates from:  
**[trauma\\_informed\\_care\\_ic](#)**

# Q & A

**Thank you for joining us today!**

**Please take a moment to provide  
feedback by completing the survey at  
the end of today's webinar**

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